



## Operational Status Report

### *Kentucky MMIS Project*

*Cabinet for Health and Family Services  
Department for Medicaid Services*

Status Month End December 2014

#### Cabinet for Health and Family Services Department for Medicaid Services

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## Table of Contents

<b>1</b>	<b>Executive Summary .....</b>	<b>4</b>
1.1	Encounter Load Statistics .....	5
1.2	Change Order and Defect Statistics .....	6
1.1	Change Order and Defect Statistics (continued) .....	7
<b>2</b>	<b>Unplanned System Outages .....</b>	<b>8</b>
2.1	Billable Hours Usage Summary (Contract Year 2014) .....	9
2.2	Running Total (Contract Year 2014) .....	10
<b>3</b>	<b>Monthly Ad hoc Requests .....</b>	<b>11</b>
3.1	Inventory Summary .....	11
3.2	Inventory Detail .....	11
<b>4</b>	<b>FFS Paper Claim Receipt Statistics .....</b>	<b>25</b>
<b>5</b>	<b>Electronic Claims Processed .....</b>	<b>26</b>
<b>6</b>	<b>Monthly FFS Claim Totals by Media .....</b>	<b>27</b>
<b>7</b>	<b>Monthly Claims Operations .....</b>	<b>28</b>
7.1	FFS Monthly Financial Cycle Summary .....	28
7.2	Monthly MCO & NEMT Capitations .....	29
7.2	Monthly MCO & NEMT Capitations (continued) .....	30
7.3	FFS Adjudicated Original Claims (By Claim) .....	31
7.4	Monthly FFS Top Ten Procedure Codes .....	32
7.5	Monthly FFS Top Ten Diagnosis Codes .....	32
7.6	Monthly MCO Top Ten Procedure Codes .....	33
7.7	Monthly MCO Top Ten Diagnosis Codes .....	33
7.8	Monthly FFS Top Ten Denial Reasons (By Detail Line) .....	34
7.9	Monthly FFS Top Ten Suspense Reasons (By Detail Line) .....	34
7.10	FFS Suspended Original Claims by Age (By Claim) .....	35
7.11	FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim) .....	35
<b>8</b>	<b>Monthly Third-Party Liability .....</b>	<b>36</b>
8.1	FFS Third-Party Liability Monthly Activity .....	36
<b>9</b>	<b>Monthly Finance/Adjustments .....</b>	<b>37</b>
9.1	Monthly FFS Financial – Accounts Receivable .....	37
9.2	Monthly FFS Financial - Checks .....	37
9.3	Monthly FFS Financial – Adjustments .....	37
9.4	Monthly FFS Financial - Mass Adjustments .....	38
<b>10</b>	<b>Provider Relations .....</b>	<b>39</b>
10.1	Provider Field Representatives .....	39
10.1.1	Provider Visits .....	39
10.2	Conference Calls (Calls Greater Than 30 Minutes) .....	39
10.3	Association Meetings .....	39
10.4	Provider Contacts .....	40
10.5	Provider Workshops .....	40
10.6	Provider Services .....	41
10.6.1	Provider Services .....	41
10.6.2	Top 5 Provider Calls .....	42
10.6.3	Notable Topics .....	42
10.6.4	Current Activities .....	43

<b>11</b>	<b>EDI Customer/Provider Interaction .....</b>	<b>44</b>
11.1	Electronic Data Interchange Calls Received .....	44
11.2	EDI E-mails and Faxes Received .....	46

## 1 Executive Summary

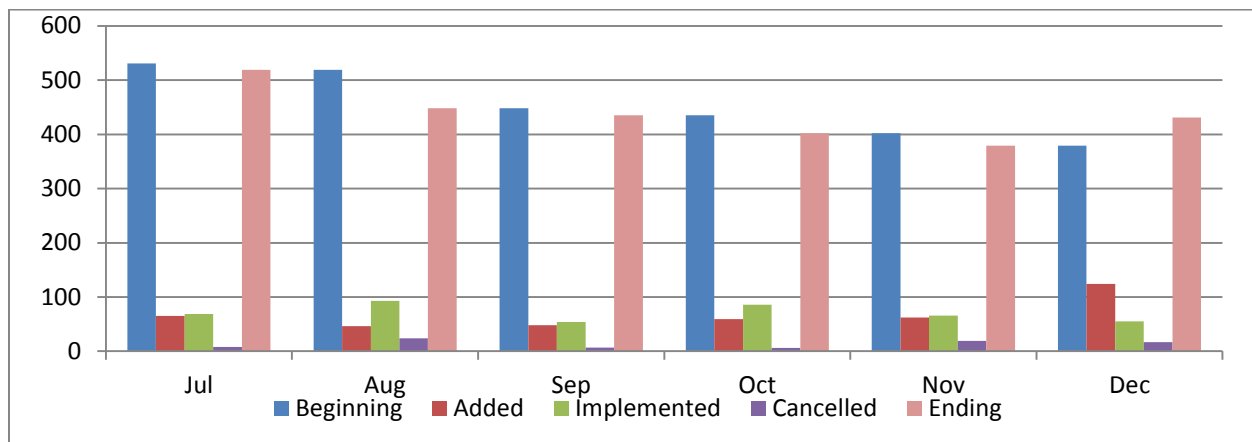
	December	Page Number
Claims Processed	798,509	Page 28
Total Dollars Paid	\$194,835,718.11	Page 28
Claims Paid	590,208	Page 28
Claims Denied	208,301	Page 28
% Denied Claims	26.1%	Page 28
Average Claims Held in Cash Management	268,898	N/A
Average Dollars Held in Cash Management	\$45,859,117.39	N/A
Capitation Financial Transactions	2,391,658	N/A
Capitation Financial Payments	\$576,694,958.60	Page 28
Suspended Claims	5,993	Page 28
Total Suspended Claims > 90 Days	275	Page 35
Provider Services Calls Received	9,390	Page 41
Provider Services Current Service Level %	95%	Page 41

## Encounter Load Statistics

<b>Managed Care Organizations (MCOs)</b>						
	<b>July 2014</b>	<b>August 2014</b>	<b>September 2014</b>	<b>October 2014</b>	<b>November 2014</b>	<b>December 2014</b>
Coventry	867,227	1,099,922	1,033,568	973,889	1,136,940	880,425
Humana	223,588	348,051	263,156	265,849	469,024	299,801
Kentucky Spirit	989	5,626	3,502	2,817	457	225
Passport (R03)	1,254	1,656	1,841	612	4,026	605
Passport R31	680,635	990,960	1,072,201	811,239	1,130,343	869,089
WellCare	1,246,391	2,134,101	1,860,303	1,308,988	1,756,066	1,580,384
Anthem	102,637	214,784	114,664	437,792	240,847	170,982
<b>Other</b>						
Transportation Encounters	621,689	0	213,487	179,559	426,804	298,183
Magellan Pharmacy Claims	269,045	276,667	217,315	289,139	284,683	284,519
Totals	4,013,455	5,071,767	4,780,037	4,269,884	5,449,190	4,384,213

## 1.1 Change Order and Defect Statistics

Change Orders / Defects Inventory	Jul	Aug	Sep	Oct	Nov	Dec
Beginning	531	519	448	435	402	379
Added	65	46	48	59	62	124
Implemented	69	93	54	86	66	55
Cancelled	8	24	7	6	19	17
<b>Ending</b>	<b>519</b>	<b>448</b>	<b>435</b>	<b>402</b>	<b>379</b>	<b>431</b>



**1.2 Change Order and Defect Statistics (continued)**

December 2014	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	116	55	2	1	174	
Federally Mandated	11	1	1	0	13	3 open and 1 on hold are included in the Priority list.
Non-Priority	152	6	86	0	244	
<b>Totals</b>	279	62	89	1	431	Total includes 5 ICD-10 and T-MSIS CO's

\*The priority list consists of 178 Change Orders & Defects.

	Change Orders			Defects		
December 2014	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	86	23	8	4	2	2
Federally Mandated	0	2	0	1	0	0
Non-Priority	22	11	5	11	17	2
<b>Totals</b>	108	36	13	16	19	4

## 2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
		There were no unplanned system outages in December 2014.



## Billable Hours

**2.1 Billable Hours Usage Summary (Contract Year 2014)**

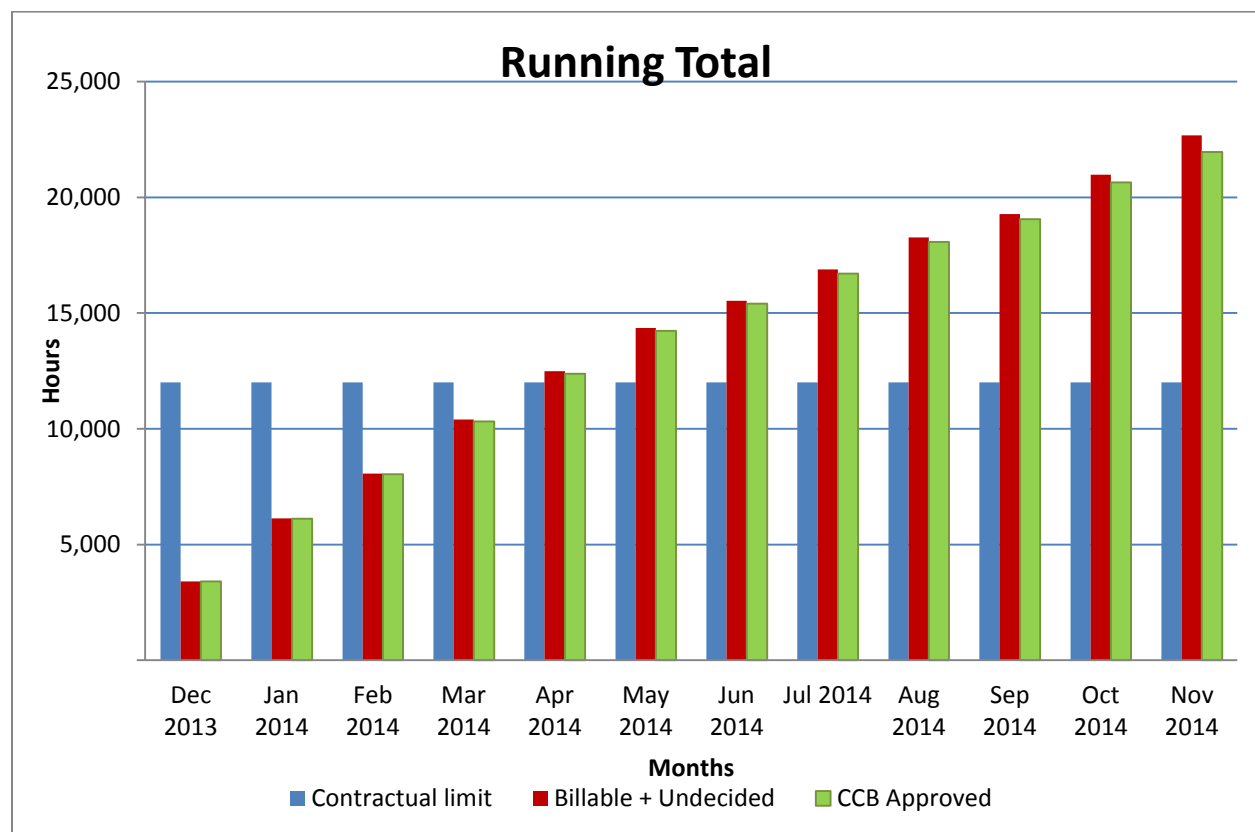
Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2013	3,406.25	1.50	3,406.25	1.50
Jan 2014	2,714.75	10.50	2,713.50	11.75
Feb 2014	1,921.50	12.25	1,919.25	14.50
Mar 2014	2,327.50	7.00	2,279.25	55.25
Apr 2014	2,089.50		2,062.75	26.75
May 2014	1,848.50	12.00	1,848.50	12.00
Jun 2014	1,177.00	3.00	1,174.00	6.00
Jul 2014	1,315.00	34.25	1,302.00	47.25
Aug 2014	1,363.50	21.25	1,363.50	21.25
Sep 2014	992.25	23.25	991.25	24.25
Oct 2014	1,590.25	106.00	1,579.75	116.50
Nov 2014	1,409.25	294.25	1,324.50	379.00

\* Each month's time entry is finalized on the 22nd day of the following month.

## 2.2 Running Total (Contract Year 2014)

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2013	12,000.00	3,407.75	3,406.25	3,406.25	1.50	1.50
Jan 2014	12,000.00	6,133.00	6,119.75	6,121.00	12.00	13.25
Feb 2014	12,000.00	8,066.75	8,039.00	8,042.50	24.25	27.75
Mar 2014	12,000.00	10,401.25	10,318.25	10,370.00	31.25	83.00
Apr 2014	12,000.00	12,490.75	12,381.00	12,459.50	31.25	109.75
May 2014	12,000.00	14,351.25	14,229.50	14,308.00	43.25	121.75
Jun 2014	12,000.00	15,531.25	15,403.50	15,485.00	46.25	127.75
Jul 2014	12,000.00	16,880.50	16,705.50	16,800.00	80.50	175.00
Aug 2014	12,000.00	18,265.25	18,069.00	18,163.50	101.75	196.25
Sep 2014	12,000.00	19,280.75	19,060.25	19,155.75	125.00	220.50
Oct 2014	12,000.00	20,977.00	20,640.00	20,746.00	231.00	337.00
Nov 2014	12,000.00	22,680.50	21,964.50	22,155.25	525.25	716.00

\* Each month's time entry is finalized on the 22nd day of the following month.



### 3 Monthly Ad hoc Requests

#### 3.1 Inventory Summary

	Beginning of Month	Received This Month	Closed This Month	DMS Hold	Ending Inventory
Type A	0	0	0	0	0
Type B	0	1	1	0	0
Type C	3	58	61	0	0
Type D	0	5	5	0	0
Type E	0	0	0	0	0
Unspecified	0	1	0	0	1
Total	3	65	67	0	1

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

#### 3.2 Inventory Detail

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
23453	C	May, Wilma	Completed	20141119	20141204	MFP Template
23699	C	Wilson, Jacob	Completed	20141124	20141204	CHC
23718	C	McFarland, Brian	Completed	20141126	20141203	11-25-14 Crossover ORR

23489	C	May, Wilma	Completed	20141201	20141202	MFP Template
23490	C	May, Wilma	Completed	20141201	20141202	MFP Template
23492	C	May, Wilma	Completed	20141201	20141202	MFP Template
23493	C	May, Wilma	Completed	20141201	20141202	MFP Template
23494	C	May, Wilma	Completed	20141201	20141202	MFP Template
23495	C	May, Wilma	Completed	20141201	20141202	MFP Template
23496	C	May, Wilma	Completed	20141201	20141202	MFP Template
23497	C	May, Wilma	Completed	20141201	20141202	MFP Template
23498	C	May, Wilma	Completed	20141201	20141202	MFP Template
23499	C	May, Wilma	Completed	20141201	20141202	MFP Template
23500	C	May, Wilma	Completed	20141201	20141202	MFP Template

23501	C	May, Wilma	Completed	20141201	20141202	MFP Template
23502	C	May, Wilma	Completed	20141201	20141202	MFP Template
23503	C	May, Wilma	Completed	20141201	20141202	MFP Template
23504	C	May, Wilma	Completed	20141201	20141202	MFP Template
23505	C	May, Wilma	Completed	20141201	20141202	MFP Template
23506	C	May, Wilma	Completed	20141201	20141204	MFP Template
23507	C	May, Wilma	Completed	20141201	20141202	MFP Template
23732	C	Godshall, Kurt	Completed	20141201	20141202	ORR 14-457 Kids Count
23735	C	Bentley, Tracy	Completed	20141201	20141205	ARCH Care Consultants 7100075910 10012013-10012014
23456	C	May, Wilma	Completed	20141202	20141204	MFP Template
23457	C	May, Wilma	Completed	20141202	20141204	MFP Template

23458	C	May, Wilma	Completed	20141202	20141204	MFP Template
23459	C	May, Wilma	Completed	20141202	20141204	MFP Template
23460	C	May, Wilma	Completed	20141202	20141204	MFP Template
23508	C	May, Wilma	Completed	20141202	20141204	MFP Template
23510	C	May, Wilma	Completed	20141202	20141204	MFP Template
23512	C	May, Wilma	Completed	20141202	20141204	MFP Template
23513	C	May, Wilma	Completed	20141202	20141204	MFP Template
23514	C	May, Wilma	Completed	20141202	20141204	MFP Template
23515	C	May, Wilma	Completed	20141202	20141204	MFP Template
23748	C	Leliaert, Teresa	Completed	20141202	20141202	MFP Template
23755	C	Keeling, Michelle	Completed	20141202	20141203	M Shahzad

23756	C	Keeling, Michelle	Completed	20141202	20141203	Chaney-Hazard
23757	C	Keeling, Michelle	Completed	20141202	20141203	J Brown
23758	C	Keeling, Michelle	Completed	20141202	20141205	G Ward
23766	D	Moccia, Don	Completed	20141203	20141205	MCO Capitation by Region for Contract Encumbrance
23772		Patel, Siddharth	In Progress	20141203		Claims data with diag codes provided
23516	C	May, Wilma	Completed	20141204	20141204	MFP Template
23517	C	May, Wilma	Completed	20141204	20141205	MFP Template
23518	C	May, Wilma	Completed	20141204	20141204	MFP Template
23519	C	May, Wilma	Completed	20141204	20141205	MFP Template
23520	C	May, Wilma	Completed	20141204	20141204	MFP Template
23521	C	May, Wilma	Completed	20141204	20141205	MFP Template

23522	C	May, Wilma	Completed	20141204	20141205	MFP Template
23523	C	May, Wilma	Completed	20141204	20141205	MFP Template
23242	C	May, Wilma	Completed	20141205		MFP Template
23243	C	May, Wilma	Completed	20141205		MFP Template
23244	C	May, Wilma	Completed	20141205		MFP Template
23251	C	May, Wilma	Completed	20141205		MFP Template
23252	C	May, Wilma	Completed	20141205		MFP Template
23393	C	May, Wilma	Completed	20141205	20141205	MFP Template
23412	C	May, Wilma	Completed	20141205	20141205	MFP Template
23461	C	May, Wilma	Completed	20141205	20141205	MFP Template
23462	C	May, Wilma	Completed	20141205	20141205	MFP Template



23545	C	May, Wilma	Completed	20141205	20141205	MFP Template
23828	C	Leliaert, Teresa	Completed	20141205	20141205	MFP Template
23868	B	Bechtel, Steve	Completed	20141215	20141215	APA Request for Hospital Payments
23881	D	Dennis, David	Completed	20141216	20141218	Claims data for M & S
23943	D	Bentley, Tracy	Completed	20141230	20141230	Abundant Solutions 17000415 11012013-10312014
23944	D	Bentley, Tracy	Completed	20141230	20141230	Cardinal Hill 17000340 11012013-103114
23945	D	Bentley, Tracy	Completed	20141230	20141230	Capacity Care 7100058840 11012013-103312014
23948	C	Smith, Toby	Completed	20141231	20150108	Members placed into Lock in program
23446	C	May, Wilma	Completed	40282323	20141203	MFP Template
23447	C	May, Wilma	Completed	40282323	20141203	MFP Template
23453	C	May, Wilma	Completed	20141119	20141204	MFP Template

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23497	C	May, Wilma	Completed	20141201	20141202	MFP Template
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23523	C	May, Wilma	Completed	20141204	20141205	MFP Template
23242	C	May, Wilma	Completed	20141205		MFP Template
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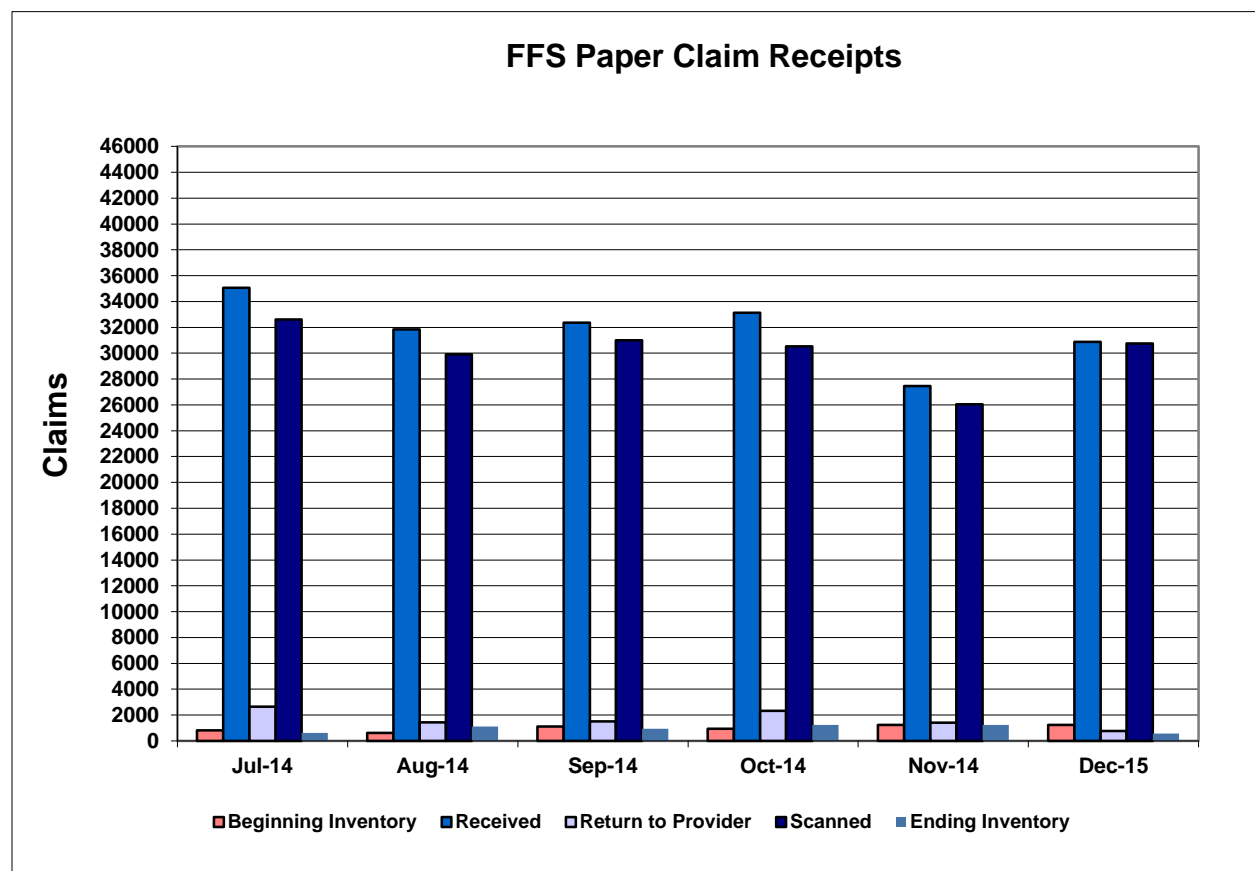
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23447	C	May, Wilma	Completed	40282323	20141203	MFP Template
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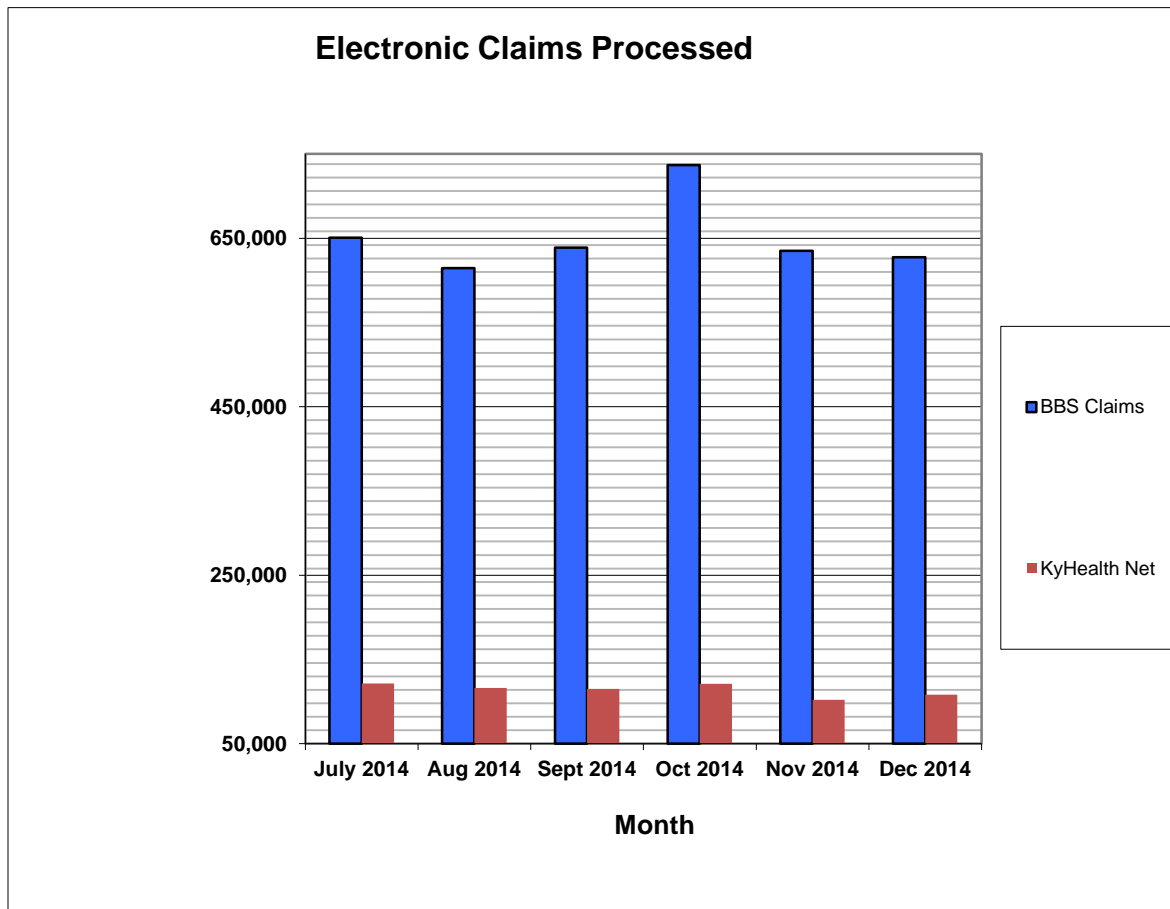
## 4 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
July 2014	805	35,063	2,640	32,609	619	0 days
August 2014	619	31,849	1,438	29,923	1,107	0 days
September 2014	1,107	32,353	1,507	31,010	943	0 days
October 2014	943	33,135	2,312	30,542	1,224	0 days
November 2014	1,224	27,454	1,397	26,053	1,228	0 days
December 2014	1,228	30,873	759	30,766	576	0 days



## 5 Electronic Claims Processed

	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
<b>Bulletin Board System Claims Processed</b>	650,446	614,672	638,809	736,835	635,194	627,273
<b>Kentucky HealthNet Claims Processed</b>	121,359	116,312	115,038	121,223	102,344	108,172



## 6 Monthly FFS Claim Totals by Media

Begin Date	End Date
12/1/2014	12/31/2014

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$225,214,383.09	\$508,375,853.07	\$191,861,902.63	\$6,823,822.48
Paper	\$36,536,253.06	\$32,446,851.10	\$2,973,815.48	\$6,964,721.54
TOTAL:	\$261,750,636.15	\$540,822,704.17	\$194,835,718.11	\$13,788,544.02

## 7 Monthly Claims Operations

### 7.1 FFS Monthly Financial Cycle Summary

Category	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Paid Claims	497,422	618,993	534,710	759,717	609,516	590,208
Denied Claims	239,315	294,271	239,464	308,141	249,382	208,301
<b>Total Adjudicated Claims</b>	<b>736,737</b>	<b>913,264</b>	<b>774,174</b>	<b>1,067,858</b>	<b>858,898</b>	<b>798,509</b>
Adjustments	16,223	14,636	14,099	16,867	13,036	13,319
<b>Total Claims</b>	<b>752,960</b>	<b>927,900</b>	<b>788,273</b>	<b>1,084,725</b>	<b>871,934</b>	<b>811,828</b>
Suspended/Re-suspended Claims	8,717	3,197	5,065	5,795	9,695	5,993
<b>% of Denied Claims</b>	<b>32.48%</b>	<b>32.2%</b>	<b>30.9%</b>	<b>28.9%</b>	<b>29.0%</b>	<b>26.1%</b>
<b>Avg \$ per Claim</b>	<b>\$512.68</b>	<b>\$364.97</b>	<b>\$364.19</b>	<b>\$300.36</b>	<b>\$330.92</b>	<b>\$330.11</b>
Claim Payment Amount	\$255,016,091.78	\$225,913,034.94	\$194,735,154.30	\$228,189,682.95	\$201,698,555.45	\$194,835,718.11
(+) Payouts	\$5,968,536.67	\$3,486,034.64	\$895,918.39	\$18,470,812.50	\$449,744.98	\$758,053.27
(-) Recoupments	-\$3,254,747.61	-\$6,269,978.20	-\$5,243,582.40	-\$5,995,837.43	-\$3,568,083.19	-\$2,453,779.01
<b>Check Issue</b>	<b>\$257,729,880.84</b>	<b>\$223,129,091.38</b>	<b>\$190,387,490.29</b>	<b>\$240,664,658.02</b>	<b>\$198,580,217.24</b>	<b>\$193,139,992.37</b>
Capitation Payment	\$1,019,260,670.96	\$574,469,238.10	\$548,904,752.11	\$557,259,963.95	\$546,124,186.21	\$576,694,958.60
<b>Total Paid</b>	<b>\$1,276,990,551.80</b>	<b>\$797,598,329.48</b>	<b>\$739,292,242.40</b>	<b>\$797,924,621.97</b>	<b>\$744,704,403.46</b>	<b>\$769,834,950.97</b>

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

Category	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013
Paid Claims	411,145	548,289	446,264	456,714	605,447	459,040
Denied Claims	222,098	292,464	235,852	241,770	291,852	212,996
<b>Total Adjudicated Claims</b>	<b>633,243</b>	<b>840,753</b>	<b>682,116</b>	<b>698,484</b>	<b>897,299</b>	<b>672,036</b>
Adjustments/Claim Credits	8,948	13,959	12,363	10,059	13,292	10,104
<b>Total Claims</b>	<b>642,191</b>	<b>854,712</b>	<b>694,479</b>	<b>708,543</b>	<b>910,591</b>	<b>682,140</b>
Suspended/Resuspended Claims	9,246	12,939	11,788	15,296	12,811	11,094
<b>% of Denied Claims</b>	<b>35.1%</b>	<b>34.8%</b>	<b>34.6%</b>	<b>34.6%</b>	<b>32.5%</b>	<b>31.7%</b>
<b>Avg \$ per Claim</b>	<b>\$447.39</b>	<b>\$381.59</b>	<b>\$405.57</b>	<b>\$430.47</b>	<b>\$361.62</b>	<b>\$406.61</b>
Claim Payment Amount	\$183,942,129.35	\$209,224,330.84	180,991,079.99	\$196,601,602.10	\$218,939,387.67	\$186,650,101.31
(+) Payouts	\$5,356,806.56	\$496,177.51	7360754.51	\$1,183,572.44	\$7,360,754.51	\$48,295,830.15
(-) Recoupments	-\$2,818,257.18	-\$3,383,079.30	-3,956,438.25	-\$2,114,267.87	-\$4,091,631.89	-\$3,143,502.06
<b>Check Issue</b>	<b>\$186,480,678.73</b>	<b>\$206,337,429.05</b>	<b>184,395,396.25</b>	<b>\$195,670,906.67</b>	<b>\$222,208,510.29</b>	<b>\$231,802,429.40</b>
Capitation Payment	\$291,922,348.91	\$319,444,967.06	296,300,082.33	\$293,880,283.67	\$298,568,215.45	\$340,218,916.61
<b>Total Paid</b>	<b>\$478,403,027.64</b>	<b>\$525,782,396.11</b>	<b>480,695,478.58</b>	<b>\$489,551,190.34</b>	<b>\$520,776,725.74</b>	<b>\$572,021,346.01</b>

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

## 7.2 Monthly MCO & NEMT Capitations

Begin Date	End Date
12/1/2014	12/31/2014

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	56,939	\$31,941,231.13	15,146	\$5,285,651.03	72,085	\$37,226,882.16
COVENTRY	291,454	\$123,236,415.31	44,305	\$10,999,271.12	335,759	\$134,235,686.43
HUMANA	96,836	\$52,124,586.11	19,993	\$6,520,317.38	116,829	\$58,644,903.49
KENTUCKY SPIRIT						
NEMT	1,078,595	\$7,971,887.47	56,787	\$284,410.05	1,135,382	\$8,256,297.52
PASSPORT (Region 3)	228,596	\$119,956,125.58	34,875	\$4,973,056.37	263,471	\$124,929,181.95
WELLCARE	413,273	\$198,484,000.69	53,800	\$14,918,006.36	467,073	\$213,402,007.05
<b>Sum:</b>	<b>2,165,693</b>	<b>\$533,714,246.29</b>	<b>225,965</b>	<b>\$42,980,712.31</b>	<b>2,391,658</b>	<b>\$576,694,958.60</b>

**7.2 Monthly MCO & NEMT Capitations (continued)**

<b>NEMT</b>	<b>Cap Transactions</b>	<b>Amount Paid</b>
L.K.L.P. C.A.C., INC REGION 1	2,652	\$12,262.74
PENNYRILE ALLIED COMSERVICES, INC	53,507	\$317,780.34
AUDUBON AREA COMM SRVC	53,332	\$369,944.00
L.K.L.P. C.A.C., INC REGION 4	62,440	\$442,209.60
LKLP CAC INC REGION 5	92,868	\$935,763.64
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	223,878	\$1,912,034.40
BLUE GRASS COMMUNITY ACTION AGENCY INC	76,340	\$505,089.00
LKLP CAC INC REGION 9	88,431	\$611,317.00
FEDERATED TRANSPORTATION SVS OF THE BLUE	2	-\$13.30
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	60,211	\$423,482.33
RURAL TRANSIT ENTERPRISES	63,823	\$399,648.00
LKLP COMMUNITY ACTION	128,953	\$959,068.95
SANDY VALLEY TRANSPORTATION	86,977	\$555,899.46
LKLP CAC INC REGION 15	61,394	\$405,805.60
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	61,598	\$310,835.20
<b>TOTAL</b>	<b>18,976</b>	<b>\$95,170.56</b>

### 7.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
12/1/2014	12/31/2014

Paper Claims	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Paid	9,798	8,471	8,251	10,914	8,009	7,628
Denied	14,917	10,648	11,654	13,172	11,289	10,900
Total	24,715	19,119	19,905	24,086	19,298	18,528
% of Total Adjudicated Claims	3.42%	2.60%	2.57%	2.26%	2.25%	2.32%
% of Paper Denied Claims	60.36%	55.69%	58.55%	54.69%	58.50%	58.83%

**Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.**

Electronic Claims	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
Paid	488,951	607,264	526,459	748,803	601,507	582,580
Denied	228,667	278,341	227,810	294,969	238,093	197,401
Total	717,618	885,605	754,269	1,043,772	839,600	779,981
% of Total Adjudicated Claims	97.40%	96.97%	97.43%	97.74%	97.75%	97.68%
% of Electronic Denied Claims	31.86%	31.43%	30.20%	28.26%	28.36%	25.31%

**Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.**

#### 7.4 Monthly FFS Top Ten Procedure Codes

Begin Date	End Date
12/1/2014	12/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
T2016	HABIL RES WAIVER PER DIEM	3,430	31,287	\$18,322,244.39
S5108	HOMECARE TRAIN PT 15 MIN	8,858	43,432	\$16,288,441.64
T1015	CLINIC SERVICE	75,786	109,616	\$8,451,678.48
99199	SPECIAL SERVICE/PROC/REPORT	7,406	10,834	\$7,430,471.44
99213	OFFICE/OUTPATIENT VISIT EST	21,429	83,517	\$5,937,016.49
T2021	DAY HABIL WAIVER PER 15 MIN	4,857	32,178	\$5,287,493.83
T2022	CASE MANAGEMENT, PER MONTH	13,999	16,924	\$4,560,267.46
S5100	ADULT DAYCARE SERVICES 15MIN	3,017	21,574	\$2,871,598.73
H0004	ALCOHOL AND/OR DRUG SERVICES	3,173	9,197	\$2,861,459.79
T2023	TARGETED CASE MGMT PER MONTH	8,540	9,745	\$2,850,290.70

#### 7.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
3439	CEREBRAL PALSY NOS	1,571	8,729	\$21,621,358.52
3432	CONGENITAL QUADRIPLÉGIA	202	1,481	\$15,662,762.38
317	MILD INTELLECT DISABILTY	4,606	32,007	\$12,661,823.63
3180	MOD INTELLECT DISABILITY	3,130	21,642	\$7,306,914.25
3128	OTHER CONDUCT DISTURBANCE	4,036	4,172	\$7,152,760.71
3182	PROFND INTELLCT DISABLTY	599	2,129	\$6,542,296.19
3310	ALZHEIMER'S DISEASE	1,669	2,906	\$6,439,445.67
34830	ENCEPHALOPATHY NOS	164	674	\$6,105,737.48
51889	OTHER LUNG DISEASE NEC	255	714	\$5,312,288.51
3181	SEV INTELLECT DISABILITY	839	4,571	\$4,750,853.60



## 7.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
12/1/2014	12/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	190,379	258,073	\$10,517,573.24
99284	EMERGENCY DEPT VISIT	40,219	48,994	\$7,000,081.21
99283	EMERGENCY DEPT VISIT	53,264	66,680	\$5,916,147.75
99214	OFFICE/OUTPATIENT VISIT EST	68,337	81,809	\$4,947,949.90
99285	EMERGENCY DEPT VISIT	19,205	23,149	\$4,103,803.24
90837	PSYTX PT&FAMILY 60 MINUTES	13,919	27,531	\$3,942,669.18
T2022	CASE MANAGEMENT, PER MONTH	6,894	10,967	\$3,791,337.69
T2023	TARGETED CASE MGMT PER MONTH	3,681	7,748	\$2,513,327.39
74177	CT ABD & PELV W/CONTRAST	5,539	6,686	\$2,035,707.25
90832	PSYTX PT&FAMILY 30 MINUTES	13,649	22,917	\$1,942,562.49

**Note:** Data taken from encounters received from the Managed Care Organizations

## 7.7 Monthly MCO Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
31401	ATTN DEFICIT W HYPERACT	14,661	34,545	\$4,134,247.33
V5811	ANTINEOPLASTIC CHEMO ENC	670	1,217	\$3,160,589.37
29690	EPISODIC MOOD DISORD NOS	5,223	14,320	\$3,044,603.82
V3000	SINGLE LB IN-HOSP W/O CS	2,193	3,060	\$3,022,404.26
78650	CHEST PAIN NOS	12,127	17,915	\$2,842,740.82
0389	SEPTICEMIA NOS	504	819	\$2,739,324.92
V3001	SINGLE LB IN-HOSP W CS	1,068	1,467	\$2,707,639.19
V202	ROUTIN CHILD HEALTH EXAM	25,912	28,066	\$2,600,504.42
41401	CRNRY ATRHSCCL NATVE VSSL	1,513	1,911	\$2,291,890.78
65421	PREV C-DELIVERY-DELIVRD	746	1,064	\$2,177,484.73

**Note:** Data taken from encounters received from the Managed Care Organizations

## 7.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	21,103	19.9%
4021	No Coverage for Billed Procedure	16,362	15.4%
2017	Services Covered Under Member's MCO Plan	15,944	15.0%
1955	Cannot Determine Medicaid Nbr Billing Prov	9,006	8.5%
4804	No Contract for Billed Rev Code	8,991	8.4%
5001	Exact Duplicate	7,881	7.4%
1032	Billing Provider Not Eligible to Bill this Clm Type	7,240	6.8%
3317	This Service Was Not Approved by Medicare	6,720	6.3%
4407	Bnft Plan/Aid Categ Restriction for Cov Rev Code	6,610	6.2%
1908	NPI Only Submitted on Claim – Not on File	6,244	5.9%
<b>Totals</b>		<b>106.101</b>	<b>64.1%</b>

Total Denied Details – 165,438

Note: Total # of top ten denials (106.101) divided by total denied details (165,438) = % of top ten denials (64.1%).

## 7.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

Error	Description	Number of Failures	% of Top Ten
4405	Unable to Assign Provider Contract	3,145	34.7%
2001	Member ID Number not on File Recycle	2,341	25.8%
3001	PA Not Found on Database	1,095	12.1%
3305	Member Requires Valid PT Liability for DOS	915	10.1%
5001	Exact Duplicate	340	3.7%
1046	Facility Provider is not Eligible	317	3.5%
3003	Procedure Code Requires PA	271	3.0%
1047	Billing Provider is Not Eligible	263	2.9%
2505	Member Covered by Private Insurance	193	2.1%
4014	No Pricing Segment on File	192	2.1%
<b>Totals</b>		<b>9,072</b>	<b>79.8%</b>

Total Suspended Details – 11,375

Note: Total # of top ten failures (9,072) divided by total suspended details (11,375) = % of top ten suspense (7%).

**7.10 FFS Suspended Original Claims by Age (By Claim)**

Category	July 2014		August 2014		September 2014		October 2014		November 2014		December 2014	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	6,142	7,046	2,762	8,639	4,621	9,123	5,351	92.34	9,252	95.43	5,592	93.31
31-60 days	1,747	2,004	46	144	44	87	41	71	71	.73	83	1.38
61-90 days	525	602	40	125	38	75	32	55	31	.32	43	.72
91+ days	303	348	349	10.92	362	715	371	640	341	3.52	275	4.59
<b>Total</b>	<b>8,717</b>		<b>3,197</b>		<b>5,065</b>		<b>5,795</b>		<b>9,695</b>		<b>5,993</b>	

**7.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)**

Category	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	Oldest Julian Date
Resolutions	1,636	87	107	91	107	126	14-078
Med.Review	0	5	0	0	18	2	14-329
TPL	1	0	0	0	3	0	0
Adjustments	0	0	0	0	0	0	0
Recycle	0	0	0	0	0	0	0
DMS	938	348	343	353	315	273	12-184
<b>Total</b>	<b>2,575</b>	<b>435</b>	<b>450</b>	<b>444</b>	<b>443</b>	<b>401</b>	

## 8 Monthly Third-Party Liability

### 8.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	1,599	5,461	5,406	0	1,654	9 days
CS40-Child Support	0	480	480	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	388	1,225	1,364	0	249	9 days
Accident/Trauma Leads	0	0	0	0	0	0 days
DMS Attorney	0	0	0	0	0	0 days
RUSH Attorney	0	0	0	0	0	0 days
HP Attorney	22	217	196	0	43	0 days
TPL Checks	35	148	120	0	63	0 days
TPL Mail	1,030	2,692	2,750	0	972	8 days
KHIPP	0	370	370	0	0	0 days
<b>Total</b>	<b>3,074</b>	<b>10,593</b>	<b>10,686</b>	<b>0</b>	<b>2,981</b>	

## 9 Monthly Finance/Adjustments

### 9.1 Monthly FFS Financial – Accounts Receivable

Category	Beginning Inventory	Received	Keyed	Return to Provider	To DMS	On Hold	Ending Inventory	Age Oldest AR
Accounts Receivable Set-up	24	141	157	0	7	0	1	1 day
Payouts	0	47	47	0	0	0	0	0 days
Accounts Receivable Updates	0	12	12	0	0	0	0	0 days
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
<b>Total</b>	24	200	216	0	7	0	1	

### 9.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	10	3	4	9	1 day
HP Financial	222	338	419	141	2 days
DMS Financial	47	90	84	53	5 days
<b>Total</b>	279	431	507	203	

### 9.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	0	108	72	13	23	1 days
Institutional	0	208	140	24	44	1 days
Voids	0	601	429	96	76	1 days
<b>Total</b>	0	917	641	133	143	

**9.4 Monthly FFS Financial - Mass Adjustments**

Category	Beginning Inventory	Received (plus)	Released (minus)	Deleted (minus)	Zero Claims Pulled (minus)	Ending Inventory	On Hold	DMS Review
Mass Adjustment (region 52)	150	189	88	0	2	249	249	0
SE Processed Adjustment (region 58)	0	00	0	0	0	0	0	0
<b>Total</b>	150	189	88	0	2	249	249	0

## **10 Provider Relations**

### **10.1 Provider Field Representatives**

#### **10.1.1 Provider Visits**

December 23, 2014

Vicky Hicks, HP Provider Field Representative, conducted a provider visit at HP in Frankfort KY with Families Hope on December 23, 2014. The provider who is new to Medicaid requested a provider visit to learn navigating in KYHealth Net. The following was reviewed during the visit: Adding agents; changing passwords; member eligibility, claims submission, RA viewer and provider status panel. Those who attended the visit were: Nana Nuro.

### **10.2 Conference Calls (Calls Greater Than 30 Minutes)**

December 8, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Gateway Children's Services on December 8, 2014. The provider requested a conference call to learn navigating in KYHealth Net. The following was reviewed during the conference call: Adding agents; changing passwords; member eligibility, RA viewer and provider status panel. Those who attended the conference call were: Becky McCarty, Joe Gomes, Denise Emmons and Cindy Gilbert.

December 19, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with American Best Practices on December 19, 2014. The provider requested a conference call to learn navigating in KYHealth Net. The following was reviewed during the conference call: Adding agents; changing passwords; member eligibility, claims inquiry, PA letters, Map 552, RA viewer, and EFT. Those who attended the conference call were: Stephen Kponyoh.

December 31, 2014

Kelly Gregory, HP Provider Field Representative, conducted a conference call with Methodist Hospital Union County on December 31, 2014. The provider requested a conference call to review swing bed billing issues and how patient liability works. Those who attended the conference call were: Tammy.

### **10.3 Association Meetings**

There were no Association meetings in December 2014.

## 10.4 Provider Contacts

Provider Calls	152
Provider E-mails	461
<b>Total</b>	<b>613</b>

**Total number of calls and e-mails between Provider Field Representatives and Providers during the month.**

## 10.5 Provider Workshops

December 17, 2014

Kelly Gregory, HP Provider Field Representative, conducted SCL new provider orientation. The orientation was held at the Department for Transportation in room 117. The presentation topics were: How Medicaid works, where to find information on CHFS and KYMMIS website, how to request access to KYHEALTH NET, navigating KYHEALTH NET, how to read remittance advice, and department contact information. The following KYHEALTH NET panels were talked about in detail: Member eligibility verification, patient liability and Map 552, claims inquiry, viewing PA letter and LOC, and RA viewer.

There were 19 providers in attendance, DMS staff members Michelle Thomas and Kathy Wilson and HP Provider Representative Vicky Hicks.



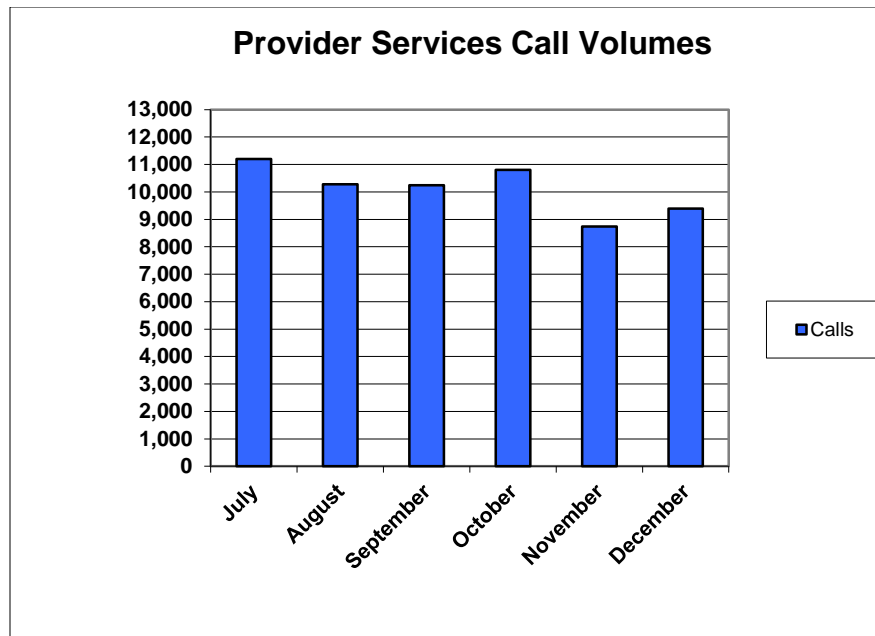
## 10.6 Provider Services

### 10.6.1 Provider Services

Category	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
% Service Level	95%	95%	94%	96%	95%	95%
Abandoned Calls	586	533	588	418	418	512
Avg Speed Ans	1:31	1:25	1:36	1:10	1:34	1:36
Incoming Calls	11,195	10,279	10,239	10,807	8,736	9,390
Paper Correspondence	411	433	422	397	507	595
E-Mail Correspondence	221	213	222	336	179	263
Fax	31	13	17	9	2	10
<b>Total*</b>	11,858	10,938	10,900	11,549	9,424	10,258
HP Callbacks	127	131	138	88	84	127

**\*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes**

**Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.**



#### 10.6.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

#### 10.6.3 Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has and MAP 552 questions? Also calls from members wanting to know if they are eligible for Medicaid, which MCO are they enrolled with and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies).
4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks and questions about payouts and recoupments.

## Commonwealth Training

### 10.6.4 Current Activities

The following instructor-led training classes were offered by HP in December 2014:

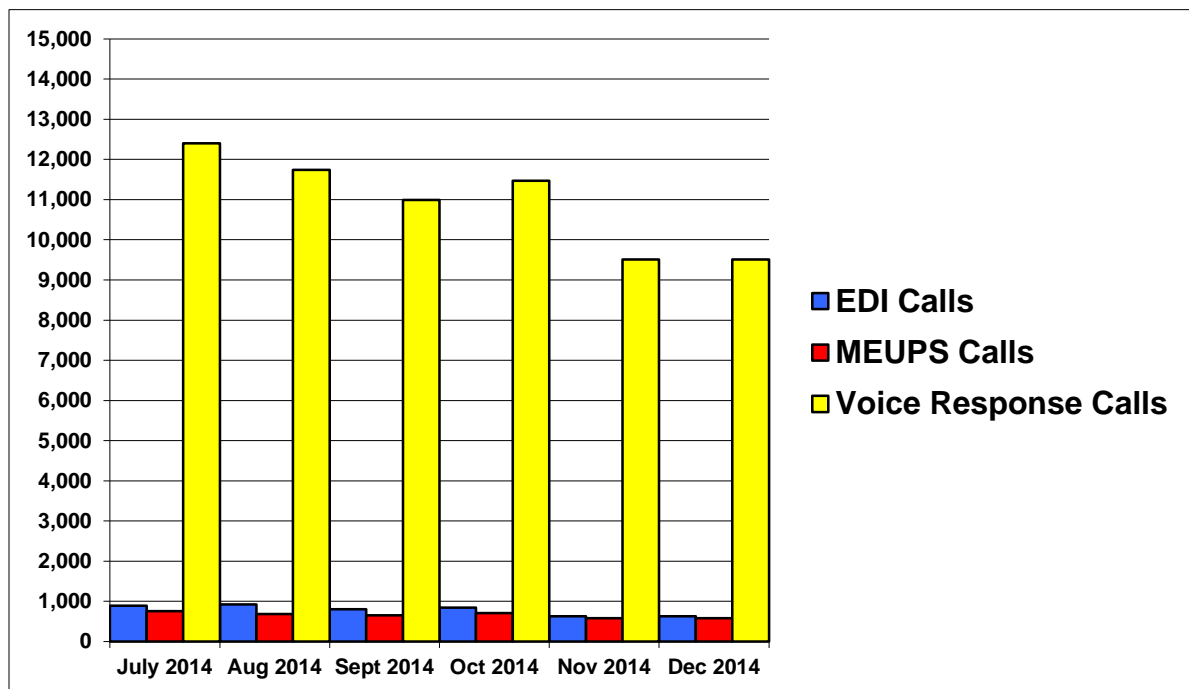
- Mechanics of Claims Processing (December 1) 1 attended
  - Jessica Williams, Medicaid Fraud & Abuse Control Division
- Member Subsystem (December 3) 2 attended
  - Amy S. Perry, Department of Insurance
  - Puneet Kumrah, OATS
- Provider Subsystem (December 4) 1 attended
  - Puneet Kumrah, OATS
- Prior Authorization Subsystem (December 4) 1 attended
  - Puneet Kumrah, OATS
- Reference Subsystem (December 8) 1 attended
  - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD
- Claim Edits, Audits and Rules (December 8) 1 attended
  - Puneet Kumrah, OATS
- Claims Subsystem (December 10) 1 attended
  - Puneet Kumrah, OATS
- Financial Subsystem (December 15) 2 attended
  - Deborah Simpson, Division of Program Quality & Outcomes
  - Puneet Kumrah, OATS
- OnBase Application (December 16) 1 attended
  - Lek Daugherty, Division of Provider & Member Services - Provider Services Br
- Special In Depth Training PA & On Base (December 9) 2 attended
  - Mary Mann, Dept for Behavioral Health, Dev. & Intellectual Disabilities
  - Haley Hammond, Dept for Behavioral Health, Dev. & Intellectual Disabilities

Staff members' supervisors are sent a confirmation of attendance via email.

## 11 EDI Customer/Provider Interaction

### 11.1 Electronic Data Interchange Calls Received

Category	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
EDI Calls	894	923	800	842	630	662
MEUPS Calls	752	687	652	705	580	690
Voice Response Calls	12,401	11,743	10,991	11,466	9,510	10,080



### Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
July	894	19	:17	3:06	98%
August	923	27	:17	2:56	97%
September	800	8	:14	3:05	99%
October	842	19	:10	2:57	98%
November	630	9	:12	3:01	99%
December	662	20	:17	2:49	97%

**Expanded Call Data (continued)**

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
July	752	25	:18	2:15	97%
August	687	11	:14	2:08	98%
September	652	12	:15	2:16	98%
October	705	9	:07	2:09	99%
November	580	15	:17	2:15	97%
December	690	18	:17	2:06	97%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
July	12,401	167	:01	1:31	99%
August	11,743	432	:01	1:32	96%
September	10,991	557	:01	1:32	95%
October	11,466	607	:01	1:32	95%
November	9,510	460	:01	1:32	95%
December	10,080	378	:01	1:31	96%

\*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

**EDI Top 5 calls:**

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

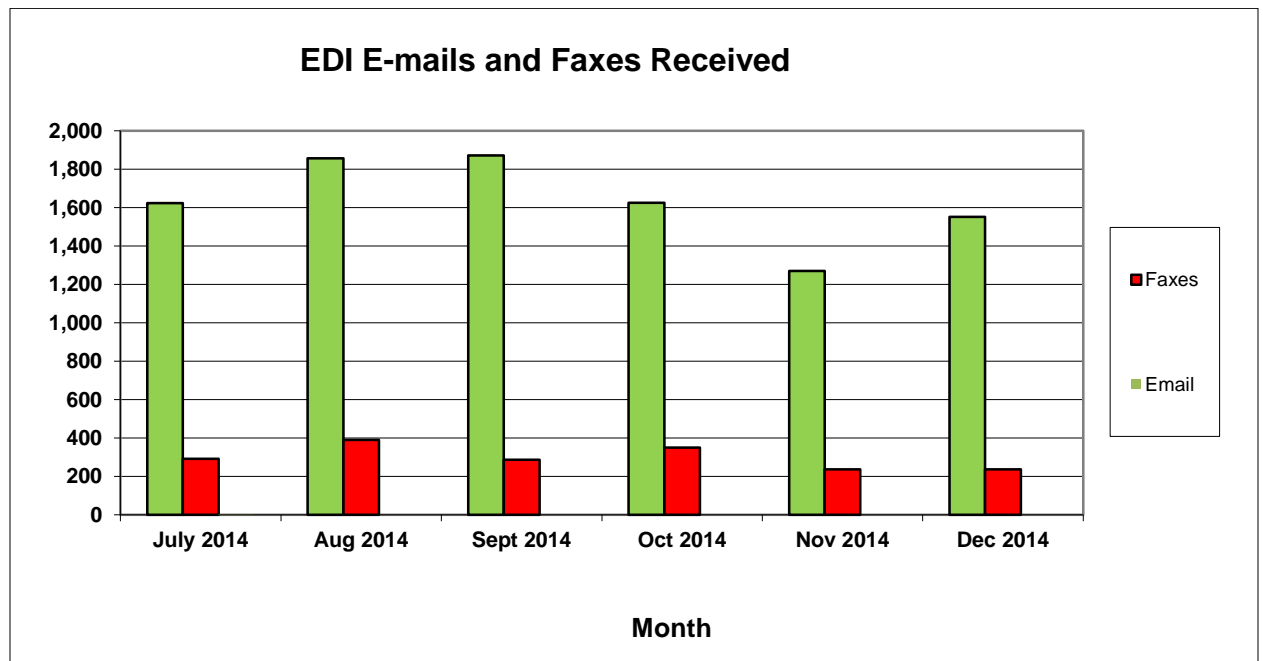
**MEUPS Top 5 calls:**

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

Category	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
Password Resets Received Via phone	580	463	439	485	445	511

## 11.2 EDI E-mails and Faxes Received

Category	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
E-mails Received	1,623	1,857	1,872	1,625	1,270	1,551
E-mails Answered	1,623	1,857	1,867	1,621	1,267	1,546
Faxes Received	292	389	287	350	237	300
Faxes Answered	288	385	284	346	231	298



**EDI Top 5 E-mail Requests:**

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

Category	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
Password Resets Received Via e-mail	387	409	383	380	314	281

**EDI Top 5 Fax Requests:**

1. PIN release forms\* (*see table below*)
2. Change of Administrator forms\* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

Category	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Dec 2014
PINs Received via fax	101	132	127	152	273	361
Admins Received via fax	183	220	127	304	191	386

\*All PIN release and Change of Administrator responses are outbound via e-mail only.